

Michigan ITS Center

Serving the Southeast Michigan Freeways
www.michigan.gov/its

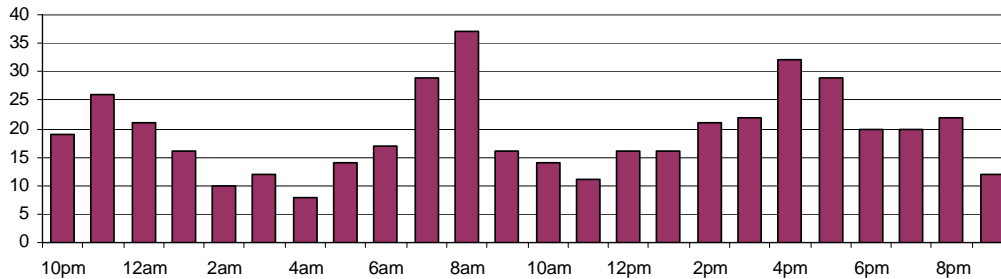


Mia Silver, PE PTOE
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May 2006

CONTROL ROOM SUPPORT ACTIVITY

Total Incidents per Hour



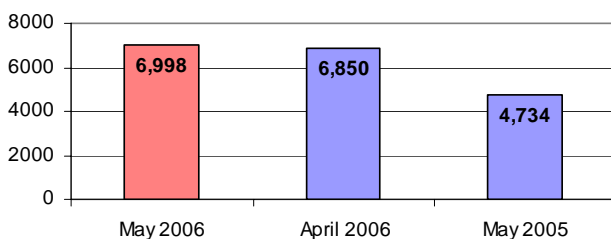
Total Incidents by Roadway

Freeway	May 2006	Apr 2006	May 2005
I-75	99	103	139
I-94	115	103	100
I-96	47	49	76
I-275	47	50	40
I-375	1	2	0
I-696 (Reuther)	60	57	84
M-5 (Grand River)	1	0	0
M-8 (Davison)	0	0	0
M-10 (Lodge)	55	34	54
M-14	0	0	0
M-39 (Southfield)	35	40	36
Total	460	438	530

Monthly Incident Activity

	May 2006	Apr 2006	May 2005
Freeway Closures	18	9	N/A
Lane Closures	48	26	N/A
Ramp Closures	7	8	N/A

Monthly Call History

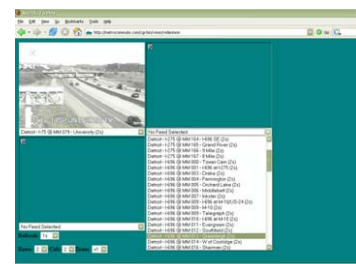


Calls by Type

Agency	No. of Calls
Freeway Courtesy Patrol	4888
Michigan State Police	821
Media	779
MDOT Construction (Incoming)	127
MDOT Construction (Outgoing)	69
Other MDOT	110
ITS Maintenance	32
Other	172
Total	6998

MITS Center News

MITS operations outreach activities in May included presenting to the Wayne County Traffic Safety Committee meeting on MDOT Freeway Operations functions and capabilities. Contacts made at this meeting resulted in several new public safety subscribers to the video sharing tool to enhance freeway operations.



A presentation to MDOT staff at the annual Statewide Traffic and Safety conference on Regional Operations highlighted the SEMCOG led RCTO [Regional Cooperative Transportation Operations] project and MITS Freeway Operations coordination efforts. For more information on the RCTO, visit www.semco.org.

MDOT maintenance program was highlighted at presentations at the ITS America annual meeting.

EM preparedness activities in May included NIMS (National Incident Management System) training and certification, participation bi-annual Fermi exercise drills, and attendance of the Statewide Emergency Management conference.

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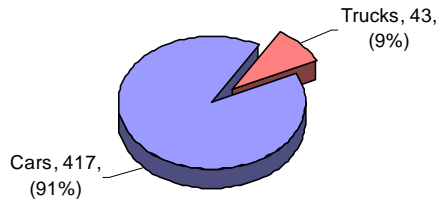
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CONTROL ROOM DISPATCH ACTIVITY

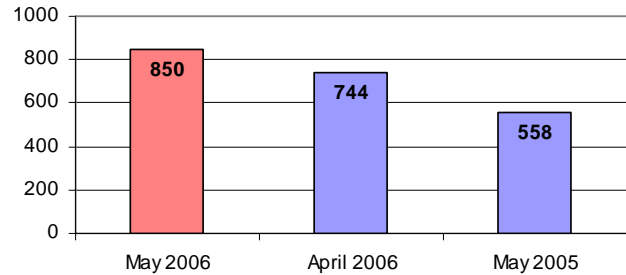
- Of the 4,598 assists that the Freeway Courtesy Patrol (FCP) provided during the month of May, 850 assists (18%) were dispatched by the FCP dispatchers located at the MITS Center.

Vehicle Composition of Incidents

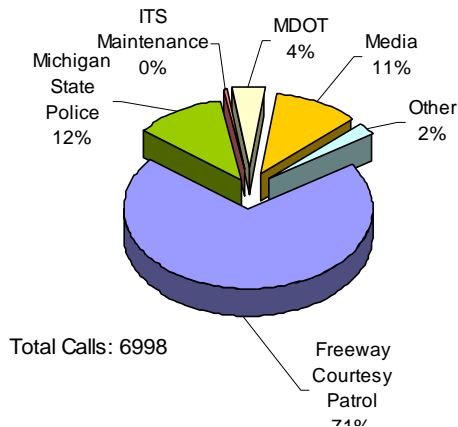


Total Incidents: 460

Freeway Courtesy Patrol Monthly Dispatch Activity

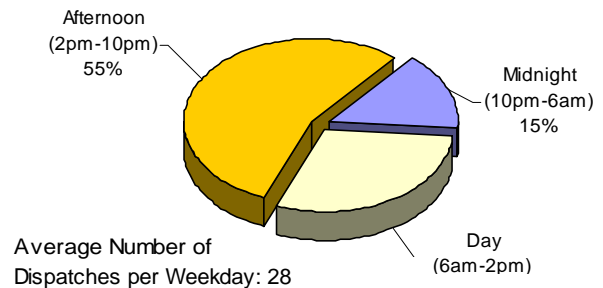


Calls by Type



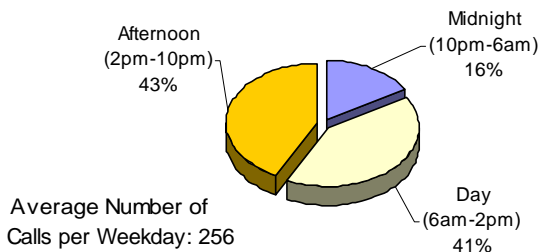
Total Calls: 6998

Freeway Courtesy Patrol Dispatches by Weekday Shift



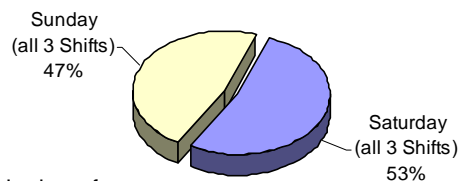
Average Number of Dispatches per Weekday: 28

Calls by Weekday Shift



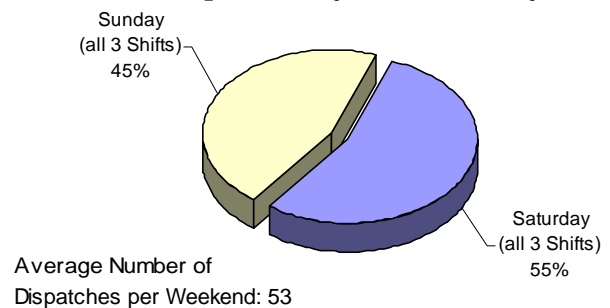
Average Number of Calls per Weekday: 256

Calls by Weekend Day



Average Number of Calls per Weekend: 277

Freeway Courtesy Patrol Dispatches by Weekend Day



Average Number of Dispatches per Weekend: 53

Note: Additional FCP information may be found beginning on page 4.

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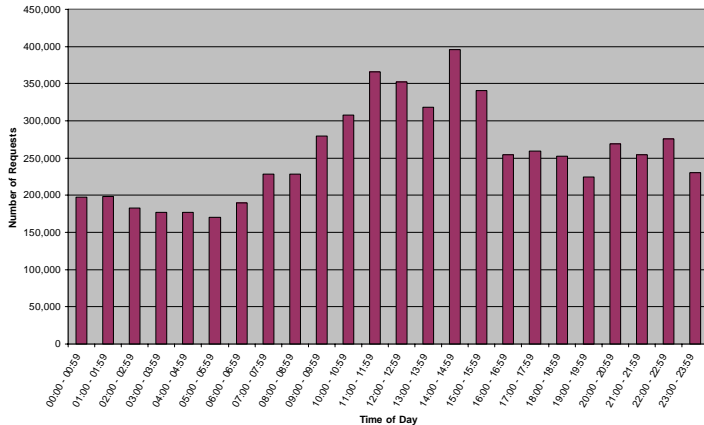
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TRAVELER INFORMATION ACTIVITY

- The MITS Center provides traffic information to users and motorists via the dynamic message signs (DMS) and the MDOT website (see www.michigan.gov/mdot, click on "Detroit Traffic")

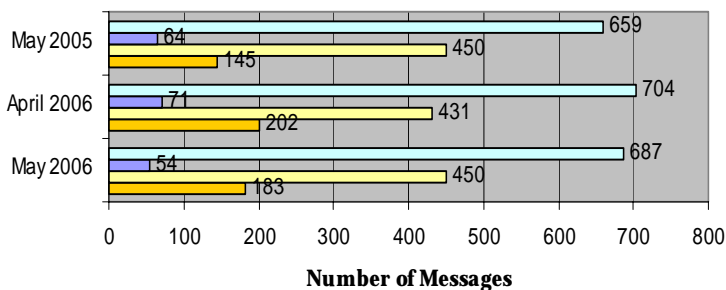
Website Activity



Top 5 DMS with Unique Messages

1	I-75 SB South of 13 Mile
2	I-94 EB at Central
3	I-696 WB at Ryan
4	I-696 EB at Manistee
5	I-94 EB at Second

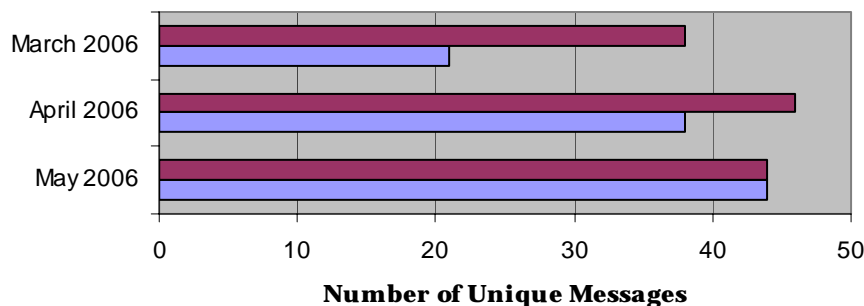
Unique DMS Messages by Type



Incident Communication Accuracy

Weekend DMS Snapshot Review	May 2006	Apr 2006	May 2005
All Incident Messages	100.0%	100.0%	100.0%
High Impact DMS Messages	May 2006	Apr 2006	May 2005
All High Impact Messages	98.6%	95.3%	96.0%
Freeway Closure Messages	94.4%	88.9%	N/A
Lane Closure Messages	100.0%	100.0%	N/A
Ramp Closure Messages	100.0%	87.5%	N/A
Other Communication	May 2006	Apr 2006	May 2005
Advisory Text-Messages	95.9%	86.0%	94.0%
Website Incident Postings	100.0%	93.0%	88.0%

Weekend Construction DMS Message Activity



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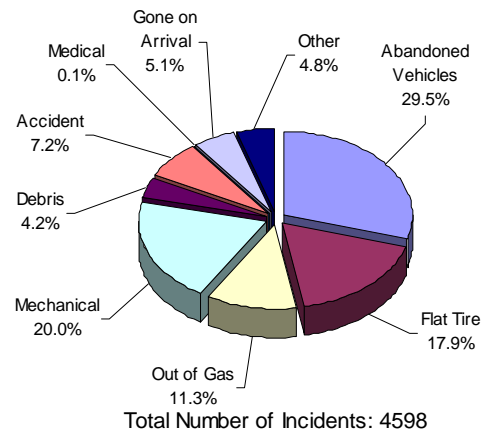
FREEWAY COURTESY PATROL ACTIVITY

- Established in 1994, the Freeway Courtesy Patrol provides assistance to motorists by reducing potential crash situations, relieving traffic congestion and helping to create safer driving environments. Services are funded by MDOT through a grant from the Federal Highway Administration.

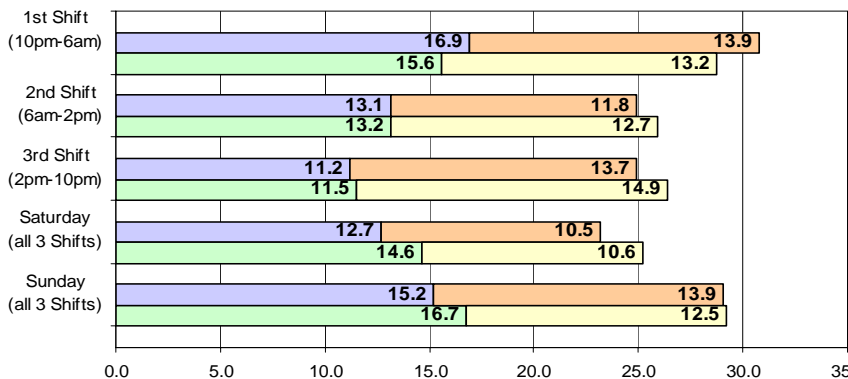
Motorist Quote of the Month

*"My son was traveling through Detroit on I-75 at I-94 at 11:30 pm . He encountered a flat tire on his vehicle and was struggling to get the tire off of the vehicle ,when an MDOT Courtesy van pulled up and helped him change the tire. It was 11:30 pm and if the van hadn't showed up, I don't know what might have happened.
Thank You!"*

Assist Type

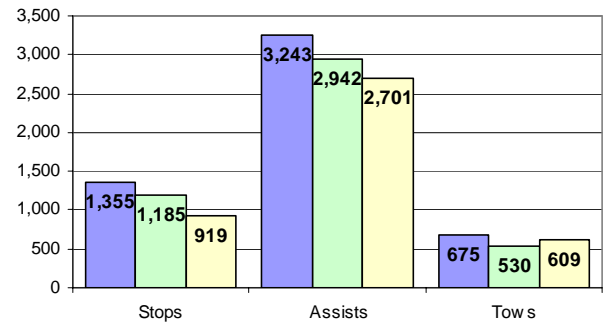


FCP Average Service Times



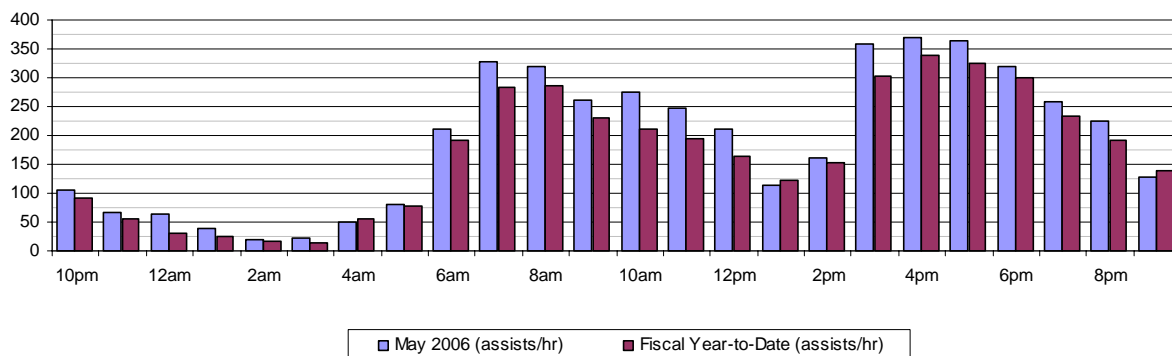
May 2006 (min): Average Response Times Average Clear Times
Fiscal Year-to-Date (min): Average Response Times Average Clear Times

History of Key FCP Activities



May 2006 April 2006 May 2005

FCP Assists by Time of Day



May 2006 (assists/hr) Fiscal Year-to-Date (assists/hr)

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FREEWAY COURTESY PATROL ACTIVITY

Freeway Courtesy Patrol Service Area



0 - 5.9 (assists/mile) 6 - 10.9 (assists/mile) 11 - 16.9 (assists/mile) 17 & greater (assists/mile)

Freeway	COVERAGE (miles)	TOTAL ASSISTS*		ASSIST DENSITY (assists/mile)		AVERAGE RESPONSE TIME (min)	
		May 2006	Fiscal YTD	May 2006	Fiscal YTD	May 2006	Fiscal YTD
I-75	87.6	1070	957	12.2	10.9	14.2	13.9
I-94	60.7	1019	858	16.8	14.1	12.4	13.2
I-96	34.0	700	556	20.6	16.3	12.2	13.8
I-275	37.5	368	325	9.8	8.7	11.9	13.3
I-375	1.2	5	7	4.2	5.4	23.0	14.0
I-696 (Reuther)	28.7	411	366	14.3	12.7	12.6	12.2
M-5 (Grand River)	10.3	39	36	3.8	3.5	7.0	14.9
M-8 (Davison)	2.2	55	55	25.0	25.2	7.0	9.2
M-10 (Lodge)	17.9	310	308	17.3	17.2	13.2	12.2
M-14	6.4	34	57	5.3	8.9	24.4	15.7
M-39 (Southfield)	14.2	262	208	18.5	14.7	12.0	12.3

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DATA KEY INFORMATION

Table	Description	Data Source
Total Incidents per Hour	Displays the total incidents in the current month by hour of day.	ATMS Incident Log - Manually entered information by the operator.
Total Incidents by Roadway	Displays the total incidents in the current month by roadway.	ATMS Incident Log - Manually entered information by the operator.
Monthly Incident Activity	Displays the number of major incidents for the current month, previous month, and previous year.	Monthly Closure QC - QC of email advisory notifications sent for major incidents.
Monthly Call History	Displays the number of incoming and outgoing Control Room Operator calls, including 2-way and select MSP CAD entries, for the current month, previous month and previous year.	Call Log Database - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
Calls by Type (page 1)	Displays the number of incoming and outgoing Control Room operator calls, including 2-way and select MSP CAD entries, by agency for the current month.	Call Log Database - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
Vehicle Composition of Incidents	Displays the amount of incidents involving trucks and the amount of incidents not involving trucks for the current month.	ATMS Incident Log - Manually entered information by the operator.
Freeway Courtesy Patrol Monthly Dispatch Activity	Displays the number of incidents dispatched by Control Room operators to FCP for the current month, previous month, and previous year.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.
Calls by Type	Displays the number of incoming and outgoing Control Room operator calls, including 2-way and select MSP CAD entries, by agency for the current month.	Call Log Database - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
Freeway Courtesy Patrol Dispatches by Weekday Shift	Displays the distribution of incidents dispatched by Control Room operators to FCP by weekday shift.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident where How Detected equals Fwy Ops.
Calls by Weekday Shift	Displays the distribution of call activity for the Control Room operators by weekday shift.	Call Log Database - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.

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DATA KEY INFORMATION

Calls by Weekend Day	Displays the distribution of call activity for the Control Room operators by weekend day.	Call Log Database - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
Freeway Courtesy Patrol Dispatches by Weekend Day	Displays the distribution of incidents dispatched by Control Room operators to FCP by weekend day.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident where How Detected equals Fwy Ops.
Website Activity	Displays the total number of server requests for current month, previous month and previous year on the MDOT real time traffic information website.	Pending incorporation of web server statistics.
Top 5 DMS with Unique Messages	Displays the top 5 DMS in terms of the number of unique messages displayed for the month.	Pending completion of database updates.
Unique DMS Messages by Type	Displays the total number of unique DMS messages by type that occurred during the month.	Pending completion of database updates.
Incident Communication Accuracy	Displays the accuracy of DMS, advisory text messages and messages posted on the website. Accuracy measures include DMS signs used, wording, and timing.	Monthly Closure QC - QC of email advisory notifications sent for major incidents. Daily DMS Message QC - QC of DMS message snapshots system wide 7 times per day, 3 days per week High Impact Message QC - QC of incident information for each high impact incident resulting in an email advisory.
Weekend Construction DMS Message Activity	Displays the total number of freeway construction DMS messages displayed in a month.	Pending completion of database updates.
Assist Type	Displays the distribution of incident types for incidents responded to by FCP.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.
FCP Average Service Times	Displays the average response times and average clear times by shift.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.
History of Key FCP Activities	Displays the number of Freeway Courtesy Patrol "stops", "assists" and "tows" for the current month, previous month and previous year.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident
FCP Assists by Time of Day	Displays the total assists for 2-hour increments over a 24-hour period.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.

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DATA KEY INFORMATION

Freeway Courtesy Patrol Service Area - Map	Displays FCP freeway coverage by roadway measured by assists per mile of freeway.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.
Freeway Courtesy Patrol Service Area - Table	Displays the total coverage distance, total assists, assist density and average response time by freeway. Values with no available data are denoted as "-"	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.